

# Complaints Procedure

The team at Belmont Healthcare welcome your feedback on the quality of our service. If you have any concerns or worries, please speak to one of our team members or the person-in-charge and they will be happy to help.

Sometimes you may feel the need to make a formal complaint. This could be about any issue such as how the home is managed, staff attitudes or levels, cleanliness or the quality of care for example. Whilst we want to deal with any concerns as quickly and effectively as possible, we have a clear procedure for dealing with formal complaints.

All complaints will be dealt with sensitively and in the strictest confidence. Any issues you raise will not affect the quality of your loved ones care. Our residents will always be at the heart of everything we do.

If you have a complaint please put it in writing to the Home Manager, in order that we can address all issues you raise. They will acknowledge your complaint, in writing, within 7 days and will then undertake an investigation. They will let you know the outcome of their investigation in writing within 28 days of receiving your complaint.

If you remain unsatisfied with the outcome you can contact our Director of Care, Claire Latreille, who will undertake an independent investigation. You also have the right to complain and raise concerns with Wokingham Borough Council, the Health Ombudsman or the Care Quality Commission (contact details below).

## If you would like to take your complaint further please contact:

### **Belmont Healthcare**

Director of Care Belmont Healthcare, Suite 3, Croft House, Black Soils Road, Redditch, B98 9HN  
Tel: 07723 496104      Email: [claire.latreille@belmonthealthcare.co.uk](mailto:claire.latreille@belmonthealthcare.co.uk)

### **Wokingham Borough Council (WBC)**

Wokingham Borough Council, Civic Offices, Shute End, Wokingham, RG40 1BN  
Tel: tel:01189746000      Email: [CustomerRelations@wokingham.gov.uk](mailto:CustomerRelations@wokingham.gov.uk)

### **Local Government & Social Care Ombudsman (LGSO)**

PO Box 4771, Coventry, CV4 0EH  
Tel: 0300 061 0614      Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### **Care Quality Commission (CQC)**

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA  
Tel: 03000 61 61 61      Website: [www.cqc.org.uk](http://www.cqc.org.uk)

